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Canada

Bulletin 41-42

Official Languages

Implementation of Sections 41 and 42 of the *Official Languages Act*
Community Development and Promotion of English and French

A successful partnership
with the English-speaking communities
on the Lower North Shore **page 11**

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A message from the *Bulletin 41-42* team

Dear Readers,

We are very pleased to present this latest issue of *Bulletin 41-42*.

Once again, the energy and enthusiasm of our partners have provided us with a great deal of new and wide-ranging information. We have observed the extent to which federal institutions continue to take active steps to ensure they are responsive to official-language minority communities (OLMCs). For example, that is the case at Farm Credit Canada, which has turned the issue into a corporate priority and at the Canada School of Public Service, where training programs give participants the opportunity to interact directly with OLMCs.

It is easy to forget that a successful project like the *Collectivité ingénieuse de la péninsule acadienne* (CIPA) was made possible by Industry Canada back in 1999. That is an encouraging sign for more recent initiatives such as the Linguistic Duality Day, an event that is highlighted within the federal public service in every part of the country, or the *Centre d'information ressources financières* that the *Assemblée de la francophonie de l'Ontario* established with the support of Canadian Heritage.

This kind of direct contribution is only one aspect of the comprehensive efforts made by Canadian Heritage on behalf of OLMCs. Since 2005, the support offered to federal institutions has been broadened as part of the enhancement of the *Official Languages Act*. How effectively is the Department carrying out this task? The special report presented in the second section of this Bulletin provides an overview of the Department's actions at the national level, in its capacity as a coordinator and a partner with other federal institutions at the regional level—both with departments and with organizations representing OLMCs—and even within the Department itself.

Happy reading!

The *Bulletin 41-42* Team

We will be pleased to receive your comments and observations.

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Bulletin 41-42 is published by the Interdepartmental Coordination Directorate of the Department of Canadian Heritage. It takes its name from sections 41 and 42 of the *Official Languages Act* (OLA). Section 41 commits the federal government to enhancing the vitality of official-language minority communities (OLMCs), as well as fostering the full recognition and use of both English and French in Canadian society. Section 42 mandates the Department of Canadian Heritage, through interdepartmental coordination, to promote and encourage a coordinated approach to this commitment.

Bulletin 41-42 aims to promote measures taken by federal institutions to support the development of OLMCs and promote linguistic duality, and to reflect concrete results stemming from interdepartmental coordination.

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AT FARM CREDIT CANADA

Official Languages: A Corporate Priority

With 100 offices across the country, 1,600 employees, about 50,000 customers and a loan portfolio worth $20 billion, Farm Credit Canada (FCC) is the leading agricultural lender in the country. A few years ago, FCC's senior management made a radical shift in how they approach the implementation of the *Official Languages Act* (OLA), making it one of their strategic priorities. The results speak for themselves.

For the past few years at FCC there has been a direct connection between the organization's commitment to official languages and business performance. That connection is reflected in three key strategic priorities: customer experience, employee experience and corporate social responsibility.

As an example of how FCC emphasizes a concern for official languages in matters related to the client experience, it is worth noting that management training activities, as well as training tours organized by the FCC Marketing team, are methodically planned to take into account the needs of Anglophone customers in Québec and those of Francophone customers in every other part of the country. "Once they realize that Francophone clients represent $2.5 billion of our loan portfolio, our employees have a much better understanding of why it is very important to provide an outstanding customer experience in both official languages," says Greg Stewart, President and CEO.

The organization is taking numerous steps to actively promote bilingualism throughout the enterprise. Managers have access to a toolbox that captures the key points of FCC's official languages policy and that suggests approaches to raise awareness of the policy among employees. Almost half of all employees, including many Francophones, work at the head office in Regina. FCC goes well beyond what is required by providing access to all core services in both official languages as though these employees were working in a region designated as bilingual. Also, professional development opportunities are offered across the country in English and in French.

To FCC, "corporate social responsibility means more than simply giving back to the communities we serve," Mr. Stewart added. Rooted in the mission, vision and values of the corporation, that responsibility is defined by FCC's

The FCC Expression Fund supports dynamic communities

Established by FCC in 2008, the Expression Fund supports projects that contribute to the vitality of official-language minority communities (OLMCs) and help people highlight the cultural and linguistic diversity of their region. In 2009, the organization demonstrated that it was ready to do even more to support OLMCs, increasing the Fund's annual contribution from $20,000 to $50,000.

A committee of 12 employees from across the country reviews the proposals submitted by community organizations. Last year, the committee reviewed more than 100 applications. Among those that were approved, the *Fédération provinciale des Fransaskoises* received a contribution that will enable that organization to support business skills training for women who work in management roles in non-profit organizations. The *Centre éducatif Gard'Amis* in Regina will now be able to offer new French-language daycare services (care and early child development) to children aged 7 to 18 months. In Québec, the *Comité d'action sociale anglophone*, in New Carlisle (Gaspésie), will use the funds to purchase sports equipment for local young people as part of the organization's Winter Participation Program.

Information about the FCC Expression Fund and the funding application process is available online at **http://www.fcc-fac.ca/en/AboutUs/Responsibility/FCCexpressionfund/index.asp**.

commitment to its public interest role and to investing in communities. Every year, FCC donates 1.5% of its profits to non-profit organizations. The Expression Fund (see related story on page 4) is an illustration of the organization's commitment to Part VII of the OLA.

FCC recognizes that it still is facing challenges including the recruitment of bilingual staff as well as maintaining staff members' language skills in their second language, once the training period is over. However, the organization is confident that the tools it developed and its community connections will contribute to overcoming those challenges, one day at a time.

CANADIAN HERITAGE SUPPORTS ONTARIO'S FRANCOPHONE COMMUNITIES

Creation of the *Centre d'information en ressources financières*

Due in part to the support provided by Canadian Heritage and the Ontario Trillium Foundation, associate and institutional members of the *Assemblée de la francophonie de l'Ontario* (AFO) have had access since June 2010 to a new service that enables them to diversify their sources of funding in support of future initiatives.

The *Centre d'information en ressources financières* (CIRF) offers an up-to-date database on different sources of funding, as well as areas of potential interdepartmental partnerships at the provincial and federal levels of government. The Centre's main role is to accept project proposals from its members, review them, and forward them to the appropriate departments, agencies and foundations where funding may be available.

According to a public opinion commissioned by the AFO in, the CIRF responds to an urgent need: it revealed that 86% of AFO members described the CIRF as very useful. The data also confirmed that community groups often rely on one financial partner or limit their search for funding to traditional sources. Organizations rarely conduct an exhaustive search for potential partners.

This new service, adapted to the needs of the Franco-Ontarian community, acts as a facilitator between the various funding partners and the members of the AFO. It can also make the first contact with a potential financial supporter and set up an initial meeting. Several user-friendly outreach and communications tools have been developed to support the AFO's new initiative.

Several organizations and institutions belonging to the AFO are already making use of the services and a considerable number of funding requests are already being reviewed. The high level of interest on the part of the community is further proof of the need for this type of service. "With the Centre, we see the result of a much closer partnership between the key government departments and agencies and the community sector of Francophone Ontario, which is necessary for the sake of our continued development," said the former President of the AFO, Mariette Carrier-Fraser. "It won't be long before we start to see results from this new service."

To learn more, contact Sophie Lamontagne from CIRF by phone at 613-744-6649, extension 5, or at the toll-free number: 1-866-596-4692. You can also send an email to: cirf@monassemblee.ca. or visit the website: www.monassemblee.ca.

DARE!

2nd Linguistic Duality Day in the federal public service

Are you using your second official language at work? You have to dare! That was the theme chosen to rally the entire federal public service during the Linguistic Duality Day celebrated the second Thursday in September that took place on September 9, 2010.

An important result from all the activities organized by departments and federal agencies across the country was the realization that when we speak our second official language at work we also foster its vitality in all the other aspects of daily life.

Prepared for the occasion, a special video titled **Dare! Osez!** offers a powerful illustration of this point. Produced by the Council of the Network of Official Languages Champions with the support of Indian and Northern Affairs Canada, Natural Resources Canada, Parks Canada and the Office of the Commissioner of Official Languages, the video features Ontario singer Andrea Lindsay. Raised as an Anglophone, Andrea Lindsay is bilingual and passionate about her love of the French language. Pursuing a career in French, Lindsay won a Juno award a few months ago for Francophone Album of the Year. Dare to overcome your fears, dare to laugh at your mistakes and, most of all, dare to take advantage of all the wonderful opportunities that result from learning a second language: the testimonials from federal public servants throughout the video underscore the benefits of this approach. You can watch **Dare! Osez!** at the following address: http://dare-osez.inac-ainc.gc.ca

While the video and website were being launched, the Clerk of the Privy Council invited senior officials from across the country to take part, either in person or online, in an informal discussion about the importance of linguistic duality in the workplace. Moderated jointly by the Council of the Network of Official Languages Champions and the Canada School of Public Service, the discussion included a group of experts such as the Commissioner of Official Languages, a senior official from the Privy Council Office, the President of ACOA and a member of the Young Professionals Network of the public service.

Activities across the country

Several departments used the opportunity to foster a conversation with their own employees. In her departmental message, Nicole Bourget, the Official Languages Champion at Canadian Heritage, underlined that Linguistic Duality Day is "an excellent opportunity to go beyond simply adhering to the rules and regulations by continuing to include linguistic duality as one of our fundamental values." The Department of National Defence put out a special edition of its internal publication, *Let's Talk!*, entirely dedicated to the history of linguistic duality in Canada. As the lead headline says, this is a great way to remind ourselves of an important fact: "Linguistic Duality: A Part of our History."

Raising Awareness of Linguistic Duality Day at the Canadian Heritage booth at Terrasses de la Chaudière, Gatineau, Québec, September 9, 2010.

There were information booths, presentations and special events from one end of the country to the other. Public Works and Government Services Canada (PWGSC) celebrated Linguistic Duality Day in the National Capital Region and throughout the country. With a focus on promoting diversity and using both official languages, activities enabled participants to discover local arts groups from official-language minority communities, as well as a wide variety of cultural products. In Victoria, Canadian Heritage and PWGSC joined forces to present individuals who are actively involved in projects designed to foster and advance Canada's linguistic duality. Participants also discovered that the use of both official languages is not limited to the federal public service in isolation from the rest of society. The *Association historique francophone de Victoria* made a presentation entitled *Présence francophone à Victoria, 1843-1987*. The Director of the French Department at the University of Victoria discussed the French-language training program she developed that makes a connection between teaching the language and the cultural contexts in which the language is used.

The Nova Scotia Federal Council organized an event to help representatives from some 30 federal institutions and other organizations gain a better understanding of the *Official Languages Act* (OLA). The event provided an excellent networking opportunity for managers and consultants specializing in linguistic issues representing the entire region, including the Acadian and Francophone communities. At least a dozen workshops dealing with every aspect of the OLA were presented throughout the day.

Representatives from Canadian Heritage and the *Fédération acadienne de la Nouvelle-Écosse* jointly moderated two workshops and collaborated on a presentation entitled *L'expertise locale : un survol de la partie VII, des « mesures positives » et de la communauté acadienne et francophone de la Nouvelle-Écosse* (Local Expertise: An Overview of Part VII, "Positive Measures" and Nova Scotia's Acadian and Francophone Community). In the end, the event demonstrated that the time and effort invested were well worth it: 96% of participants said that the presentations were "relevant and useful" and 85% agreed that they would be able to use the information they had acquired in their regular work.

Participants à l'un des ateliers organisés par Patrimoine canadien et la *Fédération acadienne de la Nouvelle-Écosse* dans le cadre de la journée de la dualité linguistique, le 9 septembre 2010.

Back in Ottawa, the National Capital Commission (NCC) highlighted the "value added" of linguistic duality for Canada by inviting all Official Languages Champions and Co-Champions from the federal public service to attend a special presentation of its new sound and light show, *Mosaika* on Parliament Hill. The show includes testimonials from more than 200 Canadians, alternating between the French and English languages. It also mentions the adoption of the *Official Languages Act* in 1969 and the presence of official-language minority communities in every part of Canada. Presented every evening during the summer, the show is seen by thousands of Canadian and foreign tourists every year. It will be running for the next four years. For more information, visit: www.mosaika-sl.ca.

THE CANADA SCHOOL OF PUBLIC SERVICE'S DIREXION PROGRAM

A learning tour that fosters an understanding of community realities

Participants in the Direxion leadership program offered by the Canada School of Public Service spent some time in St. Boniface, Manitoba, to get a better sense of the day-to-day reality of Francophone communities in a minority situation.

Direxion is an intensive leadership development program that lasts from 12 to 18 months and is designed for employees who aspire to executive positions in Canada's public service. Through experiential learning, participants are exposed to Canada's regional diversity and to the impact this diversity has on issues related to governance, public policy, service delivery and the public service renewal. The regions included in the program's learning tours are chosen because they reflect a reality or a situation that is relevant to Canada's public service, such as linguistic duality.

The visit in St. Boniface included presentations and discussions with representatives from various organizations, including the *Société franco-manitobaine*, the *Centre culturel franco-manitobain*, Canadian Parents for French, the *Agence nationale et internationale du Manitoba*, and the *Conseil de développement économique des municipalités bilingues du Manitoba*.

The 24 Direxion participants saw for themselves the spirit of leadership that drives the St. Boniface Francophone community, as well as that community's will to advance the cause of bilingualism, for example by improving the synergies between the education and health sectors and the fields of politics and law.

They also realized that a great deal of leadership, innovation and tenacity is needed to reach goals and make the desired change. "While they are operating in a minority situation, all of these committed leaders demonstrated considerable creativity and perseverance," said Josée Beaudry of the Canadian Nuclear Safety Commission, who took part in this learning tour. "They share a common vision and take advantage of every opportunity to build new partnerships. As a Franco-Ontarian and a public servant, the main lesson I take away from this experience is that you should never give up. Instead, you have to maintain your commitment when you are challenged about the things you care about, because if we succeed in going forward a few steps we can really make a difference where it matters most."

After meeting with representatives from the Franco-Manitoban community, the program participants now better understand how, in their role as public servants, they can contribute to the growth and development of official-language minority communities.

A meeting between Direxion program participants and representatives of the *Conseil de développement économique des municipalités bilingues du Manitoba*, in the Chapel of the St. Boniface Museum, Manitoba.

ACOA HELPS *LE PAYS DE LA SAGOUINE* REACH OUT TO THE ANGLOPHONE MARKET

Viola Léger in the role of "La Sagouine"

For the first time ever this past summer, thanks to funding provided by the Atlantic Canada Opportunities Agency (ACOA), Anglophone visitors to *Le Pays de la Sagouine*, in Bouctouche, New Brunswick, were able to attend English performances of the famous play *La Sagouine*.

The investment made by ACOA came from the *Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future*. The purpose of the contribution was to help *Le Pays de la Sagouine*, located in the tourism centre of l'Île-aux-Puces, to create and promote a version of *La Sagouine* for the Anglophone market.

The growing audience numbers have surpassed all expectations of the organizers who had to add an extra performance to the six shows put on every Sunday from July 4 to the August 8, 2010. In all, more than 1,250 visitors discovered—or "re-discovered"—Viola Léger in the role that made her famous throughout Canada and internationally, while savouring Acadian specialties offered by the dinner-theatre restaurant L'Ordre du Bon Temps. The English version of the show was also presented during the summer of 2011. For more information, visit: www.sagouine.com.

GETTING TO KNOW EACH OTHER

Agriculture and Agri-Food Canada's Community Information Database

As the old saying goes, "Know thyself!" The Community Information Database (CID) of the Rural and Co-operatives Secretariat at Agriculture and Agri-Food Canada (AAFC) is a free internet-based resource developed to provide reliable socio-economic and demographic data and information for all communities across Canada, including official-language minority communities.

Whether it's as part of a needs assessment, a research project, planning the launch of a new business or introducing a new service, visitors will find what they need in the official language of their choice. The data taken from Statistics Canada's 1996, 2001, and 2006 censuses is complete in terms of education, income, age, linguistic profile, etc.

Frequent users of this research tool will appreciate the site's pleasant interface that allows for easy access to what they are looking for. Newbies will be pleased to see the Assisted CID Access service on the welcome page, which helps visitors narrow the parameters of their search, one step at a time.

AAFC regularly updates the Community Information Database. The website address is: http://www.cid-bdc.ca/. Add it to your favorites!

A PILOT PROJECT SUPPORTED BY INDUSTRY CANADA

Ten years later: the *Collectivité ingénieuse de la Péninsule acadienne*, a cornerstone in the community

In 1999, the announcement made a splash: Industry Canada (IC) had chosen a proposal submitted by a community organization on the Acadian peninsula as a New Brunswick pilot project under the Department's Connecting Canadians program. Since then, events have essentially confirmed that the Department made the right choice. This was illustrated last year, when the *Collectivité ingénieuse de la Péninsule acadienne* Inc. (CIPA) celebrated its 10th anniversary. Working closely with a network of dynamic and diverse partners, CIPA's employees are more than ever putting information technology to work for the economic and socio-communal benefit of Acadian and Francophone communities in the province. CIPA's lines of activity are mainly in sectors involving youth, health, social wellness, literacy, the environment and arts and culture.

Over the past 10 years, CIPA—which also receives funding from the Government of New Brunswick—has completed more than 70 projects of varying scale and scope at the regional, provincial, national and international levels. The organization has made remarkable progress in such a short time considering that there was no technological infrastructure to support the initiative when it first began.

New partnerships have replaced the joint undertakings of earlier years. Launched in 2003, CIPA's *Web pour tous* project, supported by Industry Canada's National Access Program, has made the organization a regional leader as a provider of first-line services in the areas of IT access and training for persons with special needs. CIPA is also responsible for such foundational initiatives as *Réseau Affaires et Développement économique* and the pan-Canadian portal *Village Santé* that offers participants a variety of approaches to providing primary healthcare to local populations.

Last fall, in response to a joint proposal from CIPA and the *Association acadienne et francophone des aînées et aînés du Nouveau-Brunswick*, Health Canada agreed to support the development of a portal designed for people aged 40 and over. Scheduled to last three years, the project will target Francophone and Acadian communities in a minority situation.

Originally, the CIPA project was only supposed to last a maximum of four years. Today, in addition to its undeniable contribution to the local economy, CIPA plays a crucial role both regionally and provincially in integrating and applying information and communications technology, and its reputation reaches far beyond local or regional boundaries. To learn more on the CIPA, go to: www.cipanb.ca (Web site available in French only).

Guy Lanteigne, Director General of the *Collectivité ingénieuse de la Péninsule acadienne* and his Team

A SUCCESSFUL PARTNERSHIP WITH ENGLISH-SPEAKING COMMUNITIES ON THE LOWER NORTH SHORE

For the past few weeks, four English-speaking communities of Quebec's Eastern Lower North Shore have been using new security pontoons for docking. Their extraordinary mobilization, the collaboration of Fisheries and Oceans Canada and Canada Economic Development for Quebec (DEC), and the commitment of local partners made possible the construction of this new infrastructure, which is vital to these communities.

Two of these communities, Chevery and La Tabatière, are enclosed; the river is the only way to reach them. The other two, Rivière Saint-Paul and Vieux-Fort, are connected to the seaway and play a pivotal role. Yet, in summer 2009 the existing pontoons were too small, old and unsafe.

To correct the problem, all the stakeholders decided to do something about it: start with the communities themselves. To better shape their process, they created, for the very first time, a new common structure, the Eastern Lower North Shore Harbour Authority. When the project was submitted, managers at Fisheries and Oceans Canada were eager to partner with the DEC to establish the necessary funding package at the federal level. Affected by the new structure, other community stakeholders, such as the Centre local de développement, the mayoral council, the Chevery Fishermen's Committee and local credit unions, also offered to do their part.

The initial results were soon evident; the construction of the pontoons created 25 direct jobs for 14 to 19 weeks, which is a significant contribution as the unemployment rate in these communities is between 26 and 64%. When they are installed, the new docks will greatly facilitate the movement of people and merchandise, thereby improving the lives of both residents and businesses. This infrastructure will also attract tourists, who will be able to discover this part of Quebec more easily.

Pontoon maintenance will be taken over by the new Port Authority. Chances are that this positive initial pooling experience will encourage the region's English speaking communities to repeat the experience and identify new development projects.

CANADIAN HERITAGE AND THE *OFFICIAL LANGUAGES ACT*

A multifaceted commitment to help federal institutions perform at the highest level for the benefit of communities and to promote the use of both English and French

The federal government has a long-standing commitment toward official-language minority communities (OLMCs) and to the promotion of English and French throughout Canadian society. Indeed, since 1988 the new *Official Languages Act* (OLA) has stipulated that all federal institutions are required to help turn this commitment into action. Because of its unique mandate, Canadian Heritage has always played a leadership role in federal initiatives designed to achieve the objectives established in the OLA.

In 1994, the establishment of an accountability framework focusing primarily on about 30 federal institutions led Canadian Heritage to work more closely with them to assist in their support to OLMCs and to the promotion of the use of English and French. The 2005 amendments to the OLA required that all federal institutions take concrete steps towards the strengthened commitment made by the government to OLMCs and promote the use of Canada's two official languages. All of these changes have also added to the coordination tasks across government entrusted to Canadian Heritage as a result of section 42 of the OLA.

The following pages present an overview of the different ways the Department performs these duties, first within its own structures as well as through its partnership activities with other federal institutions at the national level, and finally in each region of the country.

Two new partner organizations

The Federal Economic Development Agency for Southern Ontario (FedDev Ontario) and the Canadian Northern Economic Development Agency (CanNor) have joined the key institutions as per the 1994 Accountability Framework. These agencies are aware of the important role that they will be expected to play in the continued development of OLMCs and of the participation of these communities in their regional economies; that is why they responded to the invitation from Canadian Heritage. The two organizations are currently finalizing their first action plans that will be provided to the Department in the coming months.

A glance at section 41 of the *Official Languages Act* (OLA)*

OLA

Part I	Part II	Part III	Part IV	Part V	Part VI	Part VII	Part VIII	Part IX	Part X
Proceedings of Parliament	Legislative and other instruments	Administration of justice	Communications with and services to the public **(TBS)**	Language of work **(TBS)**	Participation of English-speaking and French-speaking Canadians **(TBS)**	Advancement of English and French **(PCH)**	Responsibilities and duties of Treasury Board in relation to the official languages of Canada	Commissioner of official languages	Court remedy

Part VII

Section 41	Section 42	Section 43	Section 44	Section 45
Government policy and duty of federal institutions	Coordination (Canadian Heritage)	Specific mandate of Minister of Canadian Heritage and public consultation	Annual report to Parliament (Canadian Heritage)	Consultation and negotiation with the provinces

Section 41

Government policy	Duty of federal institutions	Regulations
41. (1) The Government of Canada is committed to (a) enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development; and (b) fostering the full recognition and use of both English and French in Canadian society.	41. (2) Every federal institution has the duty to ensure that positive measures are taken for the implementation of the commitments under subsection (1). For greater certainty, this implementation shall be carried out while respecting the jurisdiction and powers of the provinces.	41. (3) The Governor in Council may make regulations in respect of federal institutions other than the Senate, House of Commons, Library of Parliament, office of the Senate Ethics Officer or office of the Ethics Commissioner, prescribing the manner in which any duties of those institutions under this Part are to be carried out.

77. (1) Any person who has made a complaint to the Commissioner in respect of a right or duty under sections 4 to 7, sections 10 to 13 or Part IV, V or VII, or in respect of section 91, may apply to the Court for a remedy under this Part.

* This diagram describes components of the OLA and is not an official interpretation. For greater detail, consult the OLA itself at http://laws-lois.justice.gc.ca/eng/acts/O-3.01/.

CANADIAN HERITAGE ENSURES COORDINATION BETWEEN FEDERAL INSTITUTIONS AND OLMCs

The *Official Languages Act* (OLA) gives Canadian Heritage the responsibility for coordinating the efforts of federal institutions as they endeavour to implement the commitments made under the legislation and for facilitating connections between these institutions and the official-language minority communities (OLMCs). The Department's tangible initiatives in this regard are designed to respond to specific needs and to contribute to the development of a dynamic network of motivated and effective stakeholders.

Every year, the Interdepartmental Coordination Directorate organizes three meetings of the Network of National Coordinators responsible for the implementation of section 41 of the OLA within federal institutions. Each meeting focuses on a particular theme. These meetings also provide an opportunity for representatives of national, provincial or territorial community associations to discuss their reality and share their challenges with this influential audience.

Last October for example representatives of the Francophone communities of Yukon, Northwest Territories and Nunavut came forward to discuss their current issues. Their departmental counterparts were able to react instantly and recommend programs or services likely to be of assistance. Cooperation opportunities were quickly identified. A good illustration of this was the new Canadian Northern Economic Development Agency, which offered its support to Francophone economic development organizations and committed to preparing its OLA Action Plan in consultation with the communities. As well, the National Film Board spoke about how it had succeeded in attracting participants from the North to its Tremplin contest for young Francophone filmmakers. In fact, two Francophone filmmakers from the North won the contest in 2008. Finally, the Canadian Institute for Research on Linguistic Minorities presented the conclusions from a study of Francophone communities in Yukon, the Northwest Territories and Nunavut (see related story on page 15). At the previous meeting organized in partnership with the Department of Foreign Affairs and International Trade in June 2010, the focus was on the promotion of Canada's bilingual image on the world stage. Federal institutions with an international role demonstrated how their efforts help raise awareness of Canada's official languages on the world stage and examined how they might strengthen their relationships with OLMCs on these files.

Éric Corneau (*Association des francophones du Nunavut*), Martin Thériault (*Association des francophones du Nunavut*), Anne Robineau (Canadian Institute for Research on Linguistic Minorities), Francis Lemieux (*Fédération franco-ténoise*), Régis Saint-Pierre (*Association franco-yukonnaise*), Christophe Traisnel (Canadian Institute for Research on Linguistic Minorities), Christian Klein (*Association franco-yukonnaise*) et Richard Létourneau (*Fédération franco-ténoise*) at the meeting of the Network of Regional Coordinators responsible for the implementation of Section 41 of the OLA, Ottawa on October 7, 2010.

The vitality of Francophone communities in the North

At the request of the Official Languages Support Programs at Canadian Heritage and the Office of the Commissioner of Official Languages, the Canadian Institute for Research on Linguistic Minorities accepted to undertake a major study of Francophone communities in Yukon, the Northwest Territories and Nunavut.

The purpose of this study was to determine the factors that either contribute to or detract from the vitality of Francophone communities in the North and to propose various approaches that might guide the actions of territorial and federal institutions, as well as those of community groups.

The research team, under the joint leadership of Anne Robineau and Christophe Traisnel, succeeded in conducting this independent study for these communities by using a multitude of inquiry methods: reviewing statistical data, analysis of written records, interviews, discussion groups and direct observation. The researchers were able to count on the support of community leaders, including the *Fédération franco-ténoise*, the *Association franco-yukonnaise*, the *Association des francophones du Nunavut*, and the organizations funding the study.

The researchers presented the study's major conclusions at the meeting of the National Coordinators responsible for the implementation of section 41 of the OLA, which took place October 7, 2010, in the presence of community representatives from the North. This meeting resulted in identifying steps that could be taken by federal institutions in conjunction with Francophone communities in the North. The Final Report is available at: **www.icrml.ca.**

Best practices in the spotlight

Organized by the Treasury Board of Canada Secretariat in cooperation with the Council of the Network of Official Languages Champions and Canadian Heritage, the Annual Good Practices Forum on Official Languages provides an excellent opportunity to some 300 representatives of federal institutions for discussing innovative ideas and learning about the most effective approaches that have resulted from collaborations between departments and OLMCs. This year for example, Health Canada and its partners highlighted training initiatives and the establishment of community networks across the country that facilitate access to health care services in the language of the minority.

Health Canada presentation at the Good Practices Forum on Official Languages, December 2, 2010.

Canadian Heritage also plays a key role in national sectoral initiatives that bring together different federal institutions sharing a common goal. These working groups are active in such areas as culture, economic development and employability, immigration, justice and security, broadcasting and minority language media, and health.

To ensure a degree of continuity among these different activities, the Department also undertakes a wide range of communication initiatives to strengthen these networks and ensure that the materials produced by the working groups are distributed to a wide range of relevant stakeholders (see related story on page 16).

A range of information vehicules

In support to its efforts to promote communication, networking and information sharing, Canadian Heritage has developed a range of tools to help it connect with representatives of federal institutions, OLMC partner organizations and the general public.

Created in 2007, **Gateway 41** is a virtual meeting place for members of the Network of National Coordinators responsible for the implementation of section 41 of the *Official Languages Act* (OLA) by federal institutions. Regularly updated and enhanced, Gateway 41 contains all the documents relevant to the full implementation of the OLA. While it is also intended for the national coordinators, the **Compendium of Good Practices** is likely to be more interesting to the general public. As its name suggests, it offers a vast storehouse of "best practice" initiatives in the areas of public outreach, consultation, coordination, funding, service delivery, and expenditure tracking. It can be found online at: **http://www.pch.gc.ca/pgm/lo-ol/ci-ic/llo-ola-eng.cfm**.

Finally, ***Bulletin 41-42*** is an excellent resource for highlighting the many actions and good practices of federal institutions. Published three times a year, the *Bulletin* brings out the foundational impact of government initiatives and the most effective partnerships between federal institutions and OLMCs across the country. It is also online, at: **http://www.pch.gc.ca/pgm/lo-ol/blletin/index-eng.cfm**.

Canadian Heritage also provides support to federal institutions throughout the entire process, from the initial development of a concept, to the implementation of their initiative, and up to the accountability stage. Towards that end, the Department has created a number of tools that have improved the efficiency of the process, from the planning of programs and projects to the production of reports on the results. The Department's system for tracking expenditures informs the annual report to Parliament that reflects the overall investment of federal institutions to support the development of OLMCs and promote the use of English and French. The most recent report is available at: http://www.pch.gc.ca/pgm/lo-ol/annual_reports-eng.cfm.

INTERDEPARTMENTAL COORDINATION NETWORK IN THE REGIONS

Five years of dialogue and projects, under the auspices of Canadian Heritage

In 2005, Canadian Heritage put in place its Interdepartmental Coordination Network to improve the impact of its efforts and to more effectively carry out its role of supporting the implementation of section 41 of the *Official Languages Act* (OLA) among federal institutions and official-language minority communities (OLMCs). The many notable achievements realized through this network quickly made it an indispensable mechanism for everyone involved.

At the centre of this network, in every region of the country, is a departmental employee who is responsible for interdepartmental coordination in that region. This person plays two key roles. First, he/she advises OLMCs and helps them with their relationships with federal institutions that are active in the region, and assists the OLMCs in getting the best possible access to federal programs and services. The Canadian Heritage representative also advises regional representatives of federal institutions

regarding their relationships with the local communities, and helps the federal institutions tailor their service offerings to OLMCs. Finally, the person responsible for interdepartmental coordination in the region must also work closely with central management at Canadian Heritage, which reinforces the links between these regional actions and initiatives at the national level.

Adapting the networks to meet the needs

In every part of the country, federal and community representatives have adapted the Coordination Networks to meet their needs. Networks in Nova Scotia and British Columbia developed mechanisms that ensure regular exchanges between representatives of departments and representatives of the OLMCs to strengthen the dialogue and exchange best practices. Other provinces have tripartite mechanisms that bring together federal and provincial government representatives as well as local communities, such as in Newfoundland and Labrador, and Manitoba. In Prince Edward Island and New Brunswick, a mechanism is in place for federal-community dialogue. And in many regions, coordinating committees or sector councils dealing with key areas such as employability, immigration, literacy, early childhood development or youth have either been established, or will be soon. These committees include community, provincial and federal stakeholders to help priority matters move forward as quickly as possible.

The Québec regional office of Canadian Heritage organizes follow-up sessions on commitments made by federal institutions to Anglophone communities. These initiatives enable parties to pursue more detailed discussions on several issues. A few months ago, the Department brought together a first working group on Arts, Culture and Heritage, which included representatives from federal institutions as well as representatives from organizations from Québec's Anglophone communities.

In order to foster conversations between representatives from government and those from communities, Canadian Heritage also organizes meetings as was the case in Alberta for the annual tripartite meeting and in Saskatchewan for the government and community fair. In Ontario, the Department supported the *Assemblée de la francophonie de l'Ontario* (AFO) when it held the *Symposium sur les langues officielles* in October 2010.

The presence of those responsible for interdepartmental coordination in regional offices also enabled Canadian Heritage to reinforce its coordination efforts in the new round of Cooperation Agreements that are signed with the OLMCs (**see related story**). Thanks to the network, a genuine ongoing dialogue has been established between the federal institutions and the OLMCs for the benefit of all concerned.

New agreements between Canadian Heritage and the communities

In carrying out the mandate entrusted to the Department under the *Official Languages Act* (OLA), Canadian Heritage developed various complementary tools.

In 2011, the Department signed a new round of Cooperation Agreements with the main organizations representing official-language minority communities in every province and territory. As part of the Agreements, the communities and Canadian Heritage agree to work with different levels of government and departments to identify the appropriate intra-departmental, interdepartmental or even intergovernmental initiative based on priorities identified by the communities. Agreements signed will be posted on the Canadian Heritage website at: **http://www.pch.gc.ca/pgm/lo-ol/entente-agreement/comm/index-eng.cfm.**

Ibrahim Diallo, President of the *Société franco-manitobaine* and Shelly Glover, Parliamentary Secretary for Official Languages sign the Cooperation Agreement between Canadian Heritage and the Francophone community of Manitoba on May 20, 2010 in Winnipeg.

INTEGRATION OF PART VII IN CANADIAN HERITAGE POLICIES AND PROGRAMS

Recognized leadership

Canadian Heritage's programs and activities make the Department a trailblazer in terms of the implementation of the *Official Languages Act* (OLA). For more than 40 years, these programs and activities have provided direct support to OLMCs and to the promotion of the use of both English and French.

Naturally, descriptions and administrative structures have evolved over the years. For example, in 1988, the programs were renewed and made permanent given their new legislative standing as spelled out in Part VII of the new *Official Languages Act*. To foster the growth and development of official-language minority communities and to encourage the appreciation and use of English and French by all Canadians, the Official Languages Support Programs (OLSP) used to have three components: direct support for civil society organizations; cooperation with provincial and territorial governments; and coordination among federal institutions.

Some 20 years later, those vehicles are still effective but they are now shared with others. Canadian Heritage's cultural sector and several agencies in the Department's portfolio have joined forces with the OLSP programs as part of the *Entente pour le développement des arts et de la culture de la francophonie canadienne* and the sectoral working groups associated with the new agreement. As a result, this initiative raises awareness among other programs within the Department about the potential of OLMCs in areas including cultural spaces, festivals, performing arts, film and video, publishing, museums and galleries, music and more. These other programs are encouraged to explore the possibilities represented by the OLMCs and may even build these communities into their regular list of client groups.

The OLMCs and the promotion of English and French are certainly not the exclusive domain of the cultural sector. For example, Sport Canada has developed mechanisms to ensure fairness for both official languages, most importantly during major national and international sport events. The public servants at Sport Canada are also committed to ensuring that national sports organizations adhere to their mandates and offer programs and services in both official languages to their members. In that spirit, Sport Canada provides support for the translation of technical documents that are of interest to all organizations. Some of these English-French glossaries that deal with summer and winter sports are available online at: http://www.btb.gc.ca/publications/documents/sport.pdf.

Canadian Heritage's internal mechanisms

Led by Nicole Bourget, the Official Languages Champion at Canadian Heritage, the Official Languages Working Group (OLWG) includes representatives from all sectors in the Department as well as from the regions. It is committed to developing new tools to ensure the effective implementation of the OLA within all programs in Canadian Heritage, making the Department an example in that respect.

This quest for excellence also benefits from the vital role played by the Department's management structures. For example, the Cabinet Affairs team is well positioned to underline to all program teams the importance of paying attention to official languages in each document going to Cabinet. The Directorate General of Financial Management ensures that any initiative that goes to Treasury Board, and its critical path, have been evaluated in terms of its impact on official languages. Finally, the grants and contributions centre of expertise ensures that all funding agreements take advantage of every opportunity to support the development of OLMCs and to promote Canada's linguistic duality. The employees in the Department's legal services group support all these initiatives, every day and without fail.

In carrying out the mandate they have been given, everyone is able to call upon the expertise of the OLSP managers, their knowledge of Anglophone and Francophone minority language communities throughout the country, and structures that are there to support them, as well as policies and programs designed to foster the growth and development of those communities. All of these interactions, both formal and informal, also reflect the reach and the integration of Part VII in all policies and programs at Canadian Heritage.